

the Overtimes

News for the People in Montgomery County Government

March/April 2004



Radio Show Gives Consumer Tips – as a DCA investigator and educator, Sue Rogan tapes a monthly radio show with Clear Channel that airs on a number of local stations including WMZO, WBIG and WASH. Taping a show with Sue about towing regulations is DCA Investigator John Creel.

County Consumers Protected

The Office of Consumer Affairs was created by legislation almost 33 years ago. And, while the staff has grown over the years from two investigators in 1971 to nine full-time and two part-time investigators today, the mission remains the same.

The Division of Consumer Affairs in the Department of Housing and Community Affairs is charged both with protecting consumers and fostering fair competition among businesses. Investigators handle everything from complaints about auto mechanics and

home improvement contractors to unscrupulous business practices at retail establishments. The division also has a very active car seat safety check program that installs more than 9,000 car seats every year. Beginning next month, the office will take on the new responsibility of following up on complaints from the newly established taxicab hotline. Investigators also regularly schedule educational talks at schools about con-

"I know this office will not just sit back and wait for complaints to come to it but perform investigations on its own into appropriate areas and vigorously but fairly weigh the interest of consumers in balance with those of businessmen in the County."

*Idamae Garrott President,
Montgomery County Council*

September 7, 1971

see **Consumers Protected**, on page 2



On Sunday, May 16 the County's Recreation Department is presenting the second annual KIDFEST – a festival to celebrate the children of our community. The festival will be held at the Bauer Drive Community Center from 1 – 5 p.m.

Bring the kids out for a free, fun-filled day of activities including a puppet show, magician, singing and dancing, a giant slide, Sponge Bob moon bounce, safety village and a physical fitness area.

For more information, call 240-777-6821 or visit the Recreation department's web site.

Ride Your Bike to Work Day 2004

On Friday, May 7, join thousands of bike commuters in the Metropolitan Washington area for a celebration of clean transportation at Bike to Work Day 2004. This year there will be 15 "pit stops" where participants can enjoy breakfast, entertainment and chances to win valuable prizes. Registered riders will receive a free Bike to Work Day T-shirt, and each registration will be entered into a drawing for a free bike.

The pit stops in Montgomery County will be located in Silver Spring at 16th Street and East West Highway, and Georgia and Wayne Avenues; in Bethesda at Woodmont and Bethesda Avenues, and at the US-NRC Plaza adjacent to the White Flint Metro; and in Rockville at the Old Red Brick Courthouse and the Falls Grove Town Center. Some pit stops will provide bicycle registration and bicycle checks.

For additional information about this event, log on to www.waba.org.

Adopt-A-Pet

MC Humane Society



Dutch is an adult, male Keeshond. He walks well on a leash and is friendly and affectionate with people. Keeshonds are excellent with children and make great family pets.

They do, however, require regular grooming. The shelter also has another Keeshond and a Keeshond mix – all available for adoption. Visit the animal shelter Monday through Friday, 1 – 7 p.m. and Saturday, noon to 5 p.m. Call 240-773-5930 or www.mchumane.org.

In Memoriam

Charles Rand, 57, a former employee of the Department of Finance and Health & Human Services, passed away on January 15.

Rand had worked as an auditor in the Finance department for 15 years and as a benefits processor with HHS for two years, before retiring in the summer of 2002.

He is survived by his wife Mary, son Brian and two stepchildren Allison and Tony.



John Short, 79, who retired from County service in 1982, passed away on March 18.

Short began his career with Montgomery County in 1964 in the Finance Department and then spent several years as chief of the Budget Office. Following his retirement, he worked for 12 years as a financial advisor before moving to Sarasota, Florida.

He is survived by his wife of 55 years and two sons. He will be buried at Arlington Cemetery on April 2.

the Overtimes

is published bimonthly by the
Montgomery County Government,
Office of Public Information,
4th Floor, Executive Office Building.

Sue Tucker, Editor
240/777-6530

Overheard On the Elevator

DARYL FOREMAN, Permitting Services, and **THOM WHORTON**, Public Information, experienced the thrill of a lifetime when they scored passes to the Rock and Roll Induction Ceremony held in New York City on March 15. Hobnobbing with celebrities and rock stars, and being loyal Prince fans, the two were in awe as this year's inductees – including Prince – performed and were inducted into the Hall of Fame. (*The Rock and Roll Hall of Fame is located in Cleveland, OH*)



Driving a car in the Washington-Metropolitan area has become a challenge for even the most experienced driver. But, driving and maneuvering a bus for 16 consecutive years with no accidents is nothing short of a miracle.

DENNIS HAMILTON, who started his career as a Ride On bus operator almost 20 years ago, is being recognized for his outstanding driving record this year with a Safe Driving Award from the Department of Public Works and Transportation.

Congratulations to mother-of-the-bride **CHERYL BRITE**, Management and Budget, whose daughter Elizabeth Capps was married to Marc Conkle on February 28. Elizabeth recently completed her doctorate in forensic psychology and is providing

chemical dependency treatment for the Michigan Department of Corrections.

Farewell to **NANCY MARSDEN**, Executive Administrative Aide to the Police Chief, who is retiring after 24 years with the Police Department.

Employees at the Recreation Department bid farewell to several staff members... **TED WROTH** retired on March 1 after 35 years of service, and went to work for Kemper Sports; **EILEEN MARTIN**, also retired on March 1 after 20 years of service; **BILL TYLER** is resigning on April 9 after 10 years and has accepted a position as division manager for Leisure Services for the City of Las Vegas; and **TERRY TOMLINSON**, resigned on February 20 after four years of service.

The Recreation department welcomes back **MIKE HARVEY**, who suffered a stroke in early December, and recently returned to work.

SANDI ATKINSON, Procurement, and her Cavalier King Charles Spaniel (CKCS), Zenith, recently completed the UDX (Utility Dog Excellent), an advanced AKC dog obedience title. With 29 titles in agility, breed, obedience and tracking from four registries in the U.S. and Canada, Zenith is only the sixth CKCS to earn the UDX since it was introduced in 1994, and Sandi is the first person to have two UDX Cavaliers.

Consumers Protected

continued from page 1

sumer-related issues to community groups, senior organizations and members of the Hispanic community.

Two DCA investigators who handle complaints regarding car sales and/or service, are certified as auto technicians and take the same tests as auto mechanics. Several investigators also have law degrees enabling them to read legal contracts and advise consumers. The office is nationally recognized and some investigators are certified experts who are frequently called upon to appear as experts in a court proceeding.

"We're here to help consumers and to

ensure fairness in the marketplace," said DCA Acting Chief Eric Friedman. "We handle complaints on just about everything, and we do it from 'cradle-to-grave.'"

Complaint forms can be downloaded from the DCA website and are also available at all County libraries. Merchant complaint records are available online and the website also provides consumer tips, information about licensing and registration and much more.

"The office has certainly expanded over the years and legislators have given us more responsibility," said Friedman.

"But, what hasn't changed is our core mission, and that is to protect all of the residents of Montgomery County from unscrupulous and unfair business practices."





It's a bird! It's a plane! No, it's a...cooling tower??? – When the cooling towers needed to be replaced on the tops of the Executive Office Building and the Judicial Center in Rockville, the question was how to get them up there with minimal interruption of government services. The answer came in the form of a helicopter used to transport the towers and steel supports from a “staging area” located in the jury parking lot on the corner of Monroe and Jefferson Streets. The helicopter, which came from a company in upstate New York, was able to accomplish the task in approximately six hours on a Saturday in February, causing minimal disruption to traffic and government functions.

Photo by: Scott Reilly



Spring Forward

Don't forget to move your clocks forward one hour on Sunday, April 4. It's also a good time to replace the battery in your smoke detector.

HR Notes

Office of Human Resources

Student Verification

If you have dependents who are full-time students between ages 19-25 who failed to verify their full-time student status by mailing proof to OHR, they will be dropped from County group insurance plans on March 31st. Also, full-time student dependents are dropped from County group insurance on their 26th birthday. In either case, County employees will receive a certified letter stating that a dependent's coverage was cancelled and the County's administrator, Complink/Conexis, will send a COBRA notice. COBRA, a Federal law, allows dependents to continue coverage for up to 36 months by paying 102% of the premium cost.

Employment Verification Made Easy

You can use the County internet to get written verification of your employment for a loan or credit card. Just go to the County Website, click on the “Government” tab, and select “HR Resource Library” under “Online Information.” On the Resource Library main page, select “Link to Online Service Center” then “Sign-on Registration.” After you've registered, sign on by using your user name and password and select “Employment Verification.” A document from OHR addressed to “To Whom It May Concern” will be created that includes your name, title, annual salary, and employment status. Questions? Call Records Management at 240-777-5112.

Tell Us What You Think

Almost a year ago, OHR instituted an automated resume management system. It has some real advantages. Candidates can apply on line, OHR can announce job openings immediately, candidates receive notice that their resumes were received, and the overall time to fill positions has been steadily reduced. Since the system was started, over 24,000 candidates have applied for announced positions and 75% of those have applied on line. Those who have applied on line found it convenient and user-friendly and like the ability to apply from home at any time. But we'd like employee comments on the system. To tell us what you think, go to www.montgomerycountymd.gov and click on “careers”, then page down and click on “Site Visitor Comments.”

ROOM FOR RENT -

Germantown. Large, walk-out basement room with private, full bath available in three bdr. townhouse in Waters Landing. Short or long-term lease available. Partially furnished. Call Kathy, 301-540-9028.

BEACH RENTAL - Bethany Beach. Two-story house, 3-bdr., 2.5 baths, sleeps 8. Two large covered porches overlooking 15th hole in quiet golf community. Great area for walking and biking. TV/VCR/W&D/MW/AC. Swimming pool and tennis courts available. Less than 5 minutes from the beach. Good value for what you pay. Rent Sat/Sat. Some partial weeks available. Call 301-572-4647.

TIMESHARE FOR RENT - Orlando, five minutes from Disney World. Vacation Village at Parkway. One bedroom, sleeps four. Week of 10/23. Call 301-681-1166.

'00 JIMMY - dk. blue, power windows, doors, seat, AM/FM CD player, cruise control, tinted glass, roof rack, dual airbags. 27k miles. \$10,500. Call 301-439-1467.

BEACH RENTAL - Ocean City, MD at the Antiqua. Two bdr., 2 bath, luxury oceanfront condo. Sleeps six, heated

Backpage Bargains

County employees may submit ads, non-commercial only, with name and home and office phone number to Information Office, 4th floor, EOB. Ads may appear one time only. Deadline for the next issue is May 14.

outdoor pool, kiddie pool and sauna. All amenities. Reasonable weekly rates. Call 301-466-1002

ANTIQUE BEDROOM SUITE - 1920s or 30s walnut set, inc. dresser with mirror, vanity with mirror and bench, headboard, footboard and sideboards for double bed and five ft. high chest of drawers. Price negotiable. Call 301-654-4390.

FUTON - A-frame, solid pine, double size, cotton mattress w/beige tufted covering. Additional covers available. Very good condition. \$85/best offer. Call 240-777-4342 or 301-320-0537.

FOR SALE - Ibson color printer/fax/copier with two extra cartridges, \$40. Oak desk chair with blue cushion, \$50/best offer. Four-drawer metal file cabinet, \$25. Laminated wall unit for large screen TV, in two pieces, free. Call Linda, 301-320-6638 or 301-468-9530.

BABY FURNITURE - crib and dresser, white-wash/pickled. Excellent condition. \$600 for set/negotiable. Call Patty, 240-777-6721.

FOR SALE - ping pong table and Nordic Track exercise ski machine. Best offer. Call Renee, 301-774-3683.

SERIGRAPH - Howard Behrens Limited Edition, "Recollections of Lake Como," print number 179/300, framed. Retail price, \$8,000, selling for \$4,500. Includes Certificate of Authenticity. Call Nona, 240-777-3694 or 301-661-2657.

TIRES - new, never used, for SUV. Uniroyal-Laredo all season AWD P235/75R15 with used chrome rims. \$350. Call 301-279-1934 or 202-246-0954.

FOR SALE - Playmobil fairy tale three-story castle, complete with furnishings and figurines. \$100 (sells new for \$169 unfurnished). Call Mary, 240-777-6534.

DOGS - adopt a German Shepherd from the Virginia German Shepherd Rescue. Males and females, various ages, colors. Great family dogs. Call 703-435-2840 or go to www.shepherdrescue.org.



'TIS THE SEASON - Employees in the Department of Technology Services (DTS) and Office of Management and Budget (OMB) combined their 2003 holiday parties to raise funds for Children's Hospital. The money is raised through an auction where employees donate goods and/or services. Through the generosity of the employees in both departments, the auction was a huge success and participants raised \$5,487. Presenting a "check" to a representative of Children's Hospital above are, (left to right): Sunil Pandya, OMB; Alisoun Moore, DTS director; Howard Silverstein, Children's Hospital; Beverley Swaim-Staley, OMB director; and Bruce Romer, Chief Administrative Officer.



Taste of Wheaton

Get your taste buds ready for the annual Taste of Wheaton on Sunday, May 16 from 11 a.m. to 5 p.m., in downtown Wheaton. This year's Taste will feature some of the best American and ethnic cuisine restaurants that Wheaton has to offer. "Tastes" will go for \$1 each and the event will include musical entertainment and free activities for children.

To volunteer or for more information, call 240-777-8100.

Montgomery's Best Honor Awards

For the fourth year, County Executive Douglas M. Duncan and Chief Administrative Officer Bruce Romer hosted the annual honor awards ceremony. The prestigious awards recognize exceptional efforts on the part of individuals, teams and organizations to support the County's guiding principles and programs.

This year, for the first time, the National Association of Counties (NACo) Achievement Awards were added, bringing the total to eight award categories and recognizing a total of 478 individuals with 67 awards.

The highest honor, the **Award for Exceptional Service**, recognized the highest level of outstanding government service and exemplary support of County or department programs and mission. The **Employee of the Year Awards** went to employees nominated by their department based on criteria established by each department in support of the County's guiding principals. County employees who serve as local union offi-

cials were recognized for superior contributions with the **Employee Representative of the Year Award**. The **Customer Service**

Award was granted to an individual or team of County employees or volunteers who provided customer service far and above that normally required. The **County Partnership Award** recognized an individual or team of County employees or volunteers who developed a collaborative relationship with intergovernmental partners, or private sector individuals or organizations. Employees or volunteers whose efforts significantly promoted the County's guiding principal on diversity were awarded the **County Diversity Award**. The **Executive's Safety Award** was presented to departments with

the best percentage improvement over the previous fiscal year in their occupational injury/illness claim rates involving monetary loss. And, finally, the **NACo Achievement Awards** are awarded in recognition of innovative county government programs.



Robin Riley, Recreation, (center) receives the Award for Exceptional Service. From left to right are: Human Resources Director, Joe Adler, Recreation Director, Greg Baylor, Riley, County Executive Douglas Duncan; and Council President Steven Silverman.

Award for Exceptional Service

Patrick Cauley, DPWT
John B. Creel, DHCA
Karen Q. Hawkins, Finance
William M. Mooney, Jr., OCE
Dr. Ramana K. Rao, DPWT
Robin Riley, Recreation
PO III John P. Romack, Police

Employee of the Year Award

Charles E. Boswell, DPWT
Robert A. Fischer, DHCA
Eileen Kao, DPWT
Dr. Thomas E. Walsh, HHS

Employee Representative of the Year Award

Capt. Darlene A Machovec, IAFF
Joseph C. Niebauer, FOP
Sydney Frymire, MCGEO

Customer Service Award (Individual)

Margaret A. Jurgensen, Elections
Ladys Lux, HHS
Ana Lugo Schmitz, HHS
Scott Stokes, DFRS

Customer Service Award (Group)

Automated Training Line, Office of Human Resources
Elizabeth Habermann
Theophile Nkangnia
Teddy Ramet
Kerning Tsaur

Partnership Award

The Discovery Channel and Child Welfare Services Health and Human Services

Loretta Bennett
Craig Brown
Patricia Chapman
Carolyn Cook
Jamie Goldman
Elaine Gordon
Charice Handford
Barbara Henry
Lanitra Jackson
Alice Lee
Renee Leiberman
Franti Mars
Tonya Moran
Twana Brooks Page
Juana Paleologos
Mary Shine
Angela Soto-Mack
Mike Stevens
Evelyn Steward
Verna Taylor-McKall
Helen Vallejo-Cheng
Brad Wofford
Steve Zepnick

Partnership Award

Flexible Advertising and Health and Human Services

Anne Brodsky
Chris Carmello
Rebecca Strub
Livi Vaught
Bernard Wilder

Partnership Award

Hancock Gardens Restoration Housing and Community Affairs, Montgomery Housing Partnership, BB&T Bank, City of Takoma Park and Neighborhood Reinvestment Corporation

Robert Burns
Peter Fuchs
Joseph Giloley
Robert Goldman
Stephanie Killian
Craig Pascal
Kathy Porter

Partnership Award

Linkages to Learning
School Based Health Centers
Health and Human Services; MCPS; Catholic University; Children's National Medical Center; Kensington/Wheaton Youth Services; Silver Spring Youth Services; Holy Cross Hospital; Multi-Cultural Health Promoter Program; and Primary Care Coalition, Care for Kids

Alice Bird
Dr. Rebecca Carlisle
Amy Christenson
Marta Contreras
Judy Covich
Caron Cox-Branch
Dr. Sandra Cuzzi
Jackie Diehl

continued on page 6

Bob Evert
Dr. Gregory Frank
Wendy Friar
Hope Freed
Steve Galen
Joan Glick
Maricella Gonzalez
Jonah Green
Dr. Phyliss Harris
Elizabeth Hawkins-Walsh
Lori Herringa
Julie Hochman
Jody Leleck
Ladys Lux
Kathy Lyter
Irm Pichot
Veronica Ramirez
Paul Scott
Cara Soifer
Ilene Sparber
Ana Stives
Carole Stone
America Taveras
Jane Taylor
Robin Weaver
Ann West
Vivian Yao
Neysa Younger

Partnership Award
Montgomery County Hospitality
Resource Panel Liquor Control

Officer Bruce Beardsley
Joe Callaway
Stephanie Coppula
Sgt. Jacques Croom
Gayle Marie Driver
Kathie Durbin
Lt. Dave Falcinelli
Kelly Groff
Josh Levin
Christopher Mackey
Julie Maione
Cpl. Fernando Martinez
Carol McKenzie
PO III William Morrison
Sonia Nieves
Jim Peters
Margo Stanton
Karen Thon
Marshall Weston
Stephanie White
Doug Wrenn

Partnership Award
September 11 Memorial – Tributes to the
Victims of 9/11 Recreation Department

Greg Bayor
Jean Caswell
Randall Caswell
Julia Caswell-Daitch

David Chaconas
Justina Ferber
Christine Fisher
Albert Genetti
Patricia Getzfred
Lori Gillen
Burt Hall
William Hanna
Tom Heidenberger
Barbara Henry
Dr. Brenda Holmes
Andrea Jolly
Charla Levine
Cpl. Frank McAtee
John Moser
Madeline Moy
Ken Nicholls
Robert Orndorff
Eliot Pfanstiehl
Devora Pontell
Gary Pontell
Marilyn Pontell
Robin Riley
Al Roshdieh
Tina Schneider
Nathan Starr
Merle Steiner
Laurel Vaughn
Susan Vissari
Becky Wagner
Carolyn Wainwright
Robert Walker
David Weaver
Francoise Yohalem
Jeff Zyontz

Diversity Award
Alvin Boss, Procurement

Executive's Safety Award
Sheriff's Office
Department of Permitting Services
Department of Liquor Control

NACo Achievement Awards
Environmental Protection
Healthy Indoor Air Campaign
Environmental Partners Program

Finance
Finance Electronic Transfer
Tax Application

Fire & Rescue Services
Response to Bioterrorism Exercise
Fire and Rescue Service Office of
Investigative Programs

Health & Human Services
Alfred D. Noyes Children's Center
Mental Health Project
Express Delivery: Meals for Seniors in
Remote Areas
African American Health Program
Bio-Pak Distribution to

First Responders Program
Assessment of Children in
Psychiatric Crisis
Care Coordination Team

Housing & Community Affairs
Property Data Mining

Human Resources
Pre-Discipline Settlement
Conference Program
Management Leadership Service
Performance-Based Pay
Montgomery's Best Honor Awards

Human Rights
Fair Housing Testing Program

Police
Enhanced Impaired Driving Task Force
Silver Spring Public Safety Plan

Public Information
Street Smart Pedestrian
Safety Campaign

Public Works & Transportation
Ethanol (E-85) Fuel Site
"Behind the Scenes" of the Division of
Solid Waste Services
Computer Generated
Bus Accident Reporting
Transportation Operation Plan:
Integrated Facility and
Traffic Planning

Recreation
Cultural Ambassador
Volunteer Program
September 11 Memorial – Tributes to
the Victims of 9/11
HeartWell Program – Helping Seniors
Do Their Hearts Good
Rec Extra

Technology Services
Productivity Gains & Cost Savings
Using Wireless Technology
Interjurisdictional Sharing of
Scarce Radio Spectrum
Tip Line Set-Up and Support for
Sniper Task Force
Telecommunications Infrastructure &
Data Support for Task Force
Enabling Water Quality Protection
Charge Program
Emergency Operation Center
Application
Conservation Reserve Enhancement
Program Application
Radio Equipment & System Support
for Sniper Incident Task Force
Running a Best Practices Enterprise
Data Center
Digital Aerial Photo Image Server

Commission for Women
Women's History On-Line Archives